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1616 IP Telephone User Guide

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Using Quick Edition 1616 IP Telephones

Introduction

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Call LED State

The phone supports up to sixteen (16) simultaneous calls (an expansion module adds 32 buttons). By selecting the button, the call associated with that button becomes the active call, and this call information is displayed in the application line of the screen. The call information for other calls assigned to other call appearance buttons could be viewed in the application line by using the navigation buttons to scroll through the list. See Status on page 19 for Feature/Status LED states.

The table below lists call LED states.

State	Red LED	Green LED
No calls	Off	Off
Ringing call	Fast blinking	Off
Dialing	On	Off
Connected	Off	On
Local hold	Slow blinking	Off
Remote hold	Slow blinking	On

Local park	On	Off
Remote park	Slow blinking	On

Handset, Speaker, Headset Behavior

Action	Active Device	Result
Lift handset	Speaker or headset	Handset becomes active device
Replace handset	Handset	Terminate the call
	Speaker or headset	No effect
Press speaker button	Handset or headset	Speaker becomes active device
	Speaker	Terminate the call
Press headset	Handset or speaker	Headset becomes active device
	Headset	Terminate the call

Making Calls

To make calls manually

1. Pick up the handset, press SPEAKER, press HEADSET, or press a Call Appearance button.
2. Dial the number.

OR

1. Pre-dial the digits. You can edit the number if necessary.
2. Pick up the handset, press SPEAKER, press HEADSET, or press a Call Appearance button.

To make a call using a speed dial

You must first create speed dial entries (see Speed Dial on page 21).

- Press and hold, for two seconds, the number button that corresponds to the speed dial entry.

OR

1. Press MENU and press **Select** on the **Phone Settings** screen.
2. Press the Page Down button to navigate to **Speed Dial** and press **Select**.
3. Navigate to the selected entry and pick up the handset or press OK.

To make a call directly to a voice mailbox

1. Press the programmable feature button assigned to **Voicemail Dialing**.
2. Pick up the handset, or press SPEAKER, or press HEADSET, dial handsfree.
3. Dial the number.

To make a call from your voice mailbox

1. Press MESSAGE and enter your password.
2. Press **Next** and scroll to the selected message.
3. Press **Select** and pick up the handset, or press SPEAKER, or press HEADSET.

To make a call using REDIAL

1. Pick up the handset, or press SPEAKER, or press HEADSET.
2. Press REDIAL to dial the last number that you dialed.

Note:
Redial will dial the telephone, not the voicemail.

To make a call from the list of call logs

You must subscribe to Caller ID service for the name and number of incoming calls to be recorded in the Incoming list.

1. Press CALL LOG.
2. Press the Page Right button to switch between **Outgoing** and **Incoming** lists.
3. Press the Page Up and Page Down buttons to navigate to the entry that you want to dial. Press **Detail** to view additional information.
4. Press **Dial** or OK. If the call is long distance, you must insert the international dial code.

To make calls using the corporate or personal directory

1. Press CONTACTS.
2. Press the Page Right button to switch between **Corp Contacts** and **Pers Contacts**.
3. Press the Page Up and Page Down buttons to navigate to the directory entry that you want to dial. Press **Detail** to view additional information.
4. Press **Dial** or OK.

To make a restricted call using an authorization code

The system may be configured with dialing restrictions that require you to enter an authorization code.

1. Dial the external number.
2. After hearing a tone, dial the 6-10 digit authorization code provided by the system administrator.

Receiving Calls

To answer an incoming call

- Press **Answer**, press the blinking button, pick up the handset, press SPEAKER, or press HEADSET.

To answer or ignore a second incoming call

- Press **Answer** or **Ignore** or press the Call Appearance key while the telephone is ringing.

If you choose to answer, the first call is put on hold.

Ending Calls

To end a telephone call

Do one of the following:

- Press **EndCall**, press DROP, replace the handset, press SPEAKER, or press HEADSET.

Call Pickup

Call pickup permits a user to answer a call that is ringing on another telephone in the same pickup group. You will hear a reorder tone if you are not allowed to pick up a call or if there is no alerting call.

Note:
See page 24 for instructions to program a feature button for Call Pickup List, Call Pickup Any, or Call Pickup Extension.

To display the list of calls available for pickup in your group

1. Press **Call Pickup List** to display all calls available for pickup.
2. Navigate to the call that you want to answer and press **Select**.

To pick up any call within your group

- Press **Call Pickup Any**; the system selects the telephone and the call targeted for pickup.

To pick up a call on a specific extension within your group

- Press **Call Pickup Extension** and then dial the ringing extension
  OR
  press **Call Pickup List** and select an extension in the list of calls available for pickup.

To pick up a call when audio or visual alert is enabled

With audio alert enabled, a call to your telephone will override a pickup alert. With visual alert enabled, a call to your telephone will return a busy signal to the caller if all call display lines are consumed by unanswered call pickup calls.

1. Visual alert - the interface will display the calling party number and the called party name.
   Audio alert - the telephone will provide an audible (page tone) ring.
2. Press **Answer** to answer the call; press **Ignore** to ignore the call.

To enable or disable an audio or visual alert

1. Press MENU and press **Select** on the **Phone Settings** screen.
2. Press the Page Down button to navigate to **Call Pickup Alert** and press **Select**.
3. Press the Page Up and Page Down buttons to switch between **Audio Alert** or **Visual Alert**.
4. Enable or disable (**ON** or **OFF**).
5. Press the PHONE/EXIT button.

Putting a Call on Hold

To put a single call on hold

- Press HOLD. You can replace the handset without losing the call.

To retrieve a held call

- Pick up the handset and press HOLD, or **Resume**, or OK, or the Call Appearance button.

To put an active call on hold while you place a new call

1. Press HOLD.
2. Press a Call Appearance button.
3. Place and conclude the new call.
4. Retrieve the held call.

To put an active call on hold while you answer a second call

1. When a call comes in, press the button that corresponds to the incoming call. The active call is automatically put on hold.
2. Conclude the new call.
3. To retrieve the held call, press **Resume**, HOLD, or Call Appearance.

Transferring Calls

To transfer a call and speak to the receiving party

1. With the calling party on the line, press TRANSFER.

2. When you hear the dial tone you can call the next party in one of several ways:
   - dial the number
   - press CONTACTS, CALL LOG, or REDIAL, select the number and press OK.
3. After the dialed party answers your call, announce the caller.
4. When you are ready to transfer the call, press **Complete** and press TRANSFER.

To transfer a call without speaking to the receiving party

1. With the calling party on the line, press TRANSFER.
2. When you hear the dial tone you can call the next party in one of several ways:
   - dial the number
   - press CONTACTS, CALL LOG, or REDIAL, select the number and press OK.
3. When the telephone at the far end begins to ring, press TRANSFER or **Complete**, and hang up.

To transfer a call directly to voicemail for the receiving party

1. With the calling party on the line, press **VmTsf**.
2. Dial the number, or press **Contact** and select the number.
3. Hang up.

Note:
A long delay before dialing the number will result in fast-busy tone. Press **Cancel** or **Exit** and then press HOLD to remove the original caller from hold and start the transfer process again.

Parking and Retrieving Calls

To park a call

1. While the call is active, press **Park**.
2. Hang up.

To retrieve a parked call from the telephone that was used to park the call

1. At the telephone that was used to park the call, go off-hook.
2. Do one of the following:
   - to retrieve a single parked call, press **UnPark**.
   - to retrieve one of several parked calls, navigate to the selected call and **Select**.

To retrieve a parked call from any other telephone

1. At any Quick Edition IP telephone connected to the network (except the telephone that was used to park the call), pick up the handset, or press SPEAKER, or press HEADSET.
2. Press **CallRtv**, navigate to the selected call and press **Select** or OK.

Conference Calls

You can create a conference call with three participants. Each of the other participants can, in turn, add one additional participant to the conference call for a maximum of five parties per conference call.

To create a conference call with three participants

1. Call the first party.
2. When the call is answered, press CONFERENCE.
3. Press **Dial** and dial the number of the second party, or press CONTACTS, CALL LOG, REDIAL, or **CallRtv**, select the number and press OK. The first party is put on hold automatically.
4. When the second party answers, press CONFERENCE or **Join**.

To join existing calls to create a conference

1. When you are on a call with one party and at least one more party is on hold, press CONFERENCE. The active call is automatically added to the conference.
2. Browse to the held party and press CONFERENCE or press **Join** to create the conference.

To drop a single party from the conference call

1. Navigate to the party that you want to drop.
2. Press DROP or **Drop**.
3. Press **Resume** to return to the remaining party.

To place one of the participants on hold

1. Select the Call Appearance button beside the party that you want to speak to privately or navigate to the selected party.
2. Press **Select** or OK.
3. To resume the three-way conference, press CONFERENCE.

To place all participants on hold

1. Press HOLD.

2. To resume the conference call, press HOLD again.

To end the conference call

- Press **End**, or DROP, or hang up the handset, or press SPEAKER, or press HEADSET.

Using Call Logs

To view call log entries

1. Press CALL LOG.
2. Press the Page Right button to switch between **Outgoing** and **Incoming** lists.
3. Press the Page Up and Page Down buttons to view the next or previous entry. Press **Detail** to view additional information.

To edit a call log number before you dial

1. Press CALL LOG.
2. Press the Page Right button to switch between **Outgoing** and **Incoming** lists.
3. Press the Page Up and Page Down buttons to view the next or previous entry.
4. Press **Details** for the entry that you want to edit and then press **Edit#**.
5. Press **Bksp** to modify the number and then press **Dial**.

To delete a single entry

1. Press CALL LOG.
2. Navigate to the number that you want to delete.
3. Press **Details** and then press **More**.
4. Press **Delete** and the press PHONE/EXIT.

To clear call logs

1. Press MENU and navigate to Secure Settings.
2. Press Select and type your password.
3. Press Next and navigate to Call Log Options.
4. **Select** one of the following:
   - **Clear Incoming**—Clears the list of incoming calls.
   - **Clear Outgoing**—Clears the list of outgoing calls.

- **Clear All**—Clears the missed-call counter, and both lists of calls.

5. Press **Yes**, then press PHONE/EXIT.

Call Forwarding

To forward calls to voicemail

1. Press **CallFwd**.
2. Navigate to **All Calls** or **After 3 Rings** or **On Busy**.
3. Press **Select**.
4. Press **Change** and then press **Select**.
5. Press **Save** and then press PHONE/EXIT.

To forward calls to a directory number

1. Press **CallFwd**.
2. Navigate to **All Calls** or **After 3 Rings** or **On Busy**.
3. Press **Select** and then press **Change**.
4. Navigate to **Contact #** and press **Select**.
5. Navigate to the selected number and press **Select** or OK. You can choose **PersCnt** or **CorpCnt**.
6. Press **Save**, then press PHONE/EXIT.

To forward calls to an external number

1. Press **CallFwd**.
2. Navigate to **All Calls** or **After 3 Rings** or **On Busy**.
3. Press **Select** and then press **Change**.
4. Navigate to **Dialed #** and press **Select**.
5. Enter the number to which calls will be forwarded. If the call will be forwarded to a PSTN number or to a SIP network number, include the access code.
6. Press **Next**, **Save**, then PHONE/EXIT.

To return a busy signal and disconnect the caller, on busy

1. Press **CallFwd**.
2. Navigate to **On Busy**.
3. Press **Select** and then press **Change**.

4. Navigate to **Busy Tone** and press **Select**.
5. Press **Save**, then press PHONE/EXIT.

To enable or disable call forwarding

1. Press **CallFwd**.
2. Select **All Calls** or **After 3 Rings** or **On Busy**.
3. Press **On** or **Off** and then press PHONE/EXIT.

To change the number of rings before forwarding

1. Press **CallFwd**.
2. Select **After 3 Rings**.
3. Press **Chg** and then press **NumRng**.
4. Press the **-** or **+** softkey or the **-** or **+** VOLUME key to decrease or increase the number of rings.
5. Press OK, press **Save**, and then press PHONE/EXIT.

To forward email to voicemail

It is necessary to make system configuration adjustments to enable email forwarding to voicemail. Please see your system administrator.

Zero-Redirect

To specify a redirect number

1. Press MENU and press **Secure Settings**.
2. Type your password and press **Next**.
3. Press **Select** for **Voicemail Options** and then press **Select** for **Zero Redirect**.
4. Press **Change**.
5. Enter the number to which the call will be redirected. If the call will be redirected to a PSTN number or a SIP network number, include the access code.
6. Press **Done** and then press PHONE/EXIT.

To enable or disable zero redirect

1. Press MENU and press **Secure Settings**.
2. Type your password and press **Next**.
3. Press **Select** for **Voicemail Options** and then press **Select** for **Zero Redirect**.

4. Press **On** or **Off**, then PHONE/EXIT.

Using Voicemail

Record Your Name and Greeting

To record your name

1. Press MENU and navigate to **Secure Settings**.
2. Press **Select** and type the password (the default password is 123456).
3. Press **Next** and then press **Select** at the **Voicemail Options** screen.
4. Navigate to **Record Name** and press **Select**.
5. Lift the handset, then press **Record**, speak your name clearly, and press **Stop**.
6. Do one of the following:
   - press **Play** to listen to your recording.
   - press **Save** and then **Ok** if you are satisfied with the recording.
   - press **Record** again to re-record your name.
7. Press PHONE/EXIT.

To record a personalized greeting

1. Press MENU and navigate to **Secure Settings**.
2. Press **Select** and type the password. Press **Next** and then press **Select** at the **Voicemail Options** screen.
3. Navigate to **Record Greeting** and press **Select**.
4. Lift the handset, then press **Record**, record your greeting, and press **Stop**.
5. Do one of the following:
   - press **Play** to listen to your recording.
   - press **Save** and then **Ok** if you are satisfied with the recording.
   - press **Record** again to re-record your greeting.
6. Press PHONE/EXIT.

To delete a personalized greeting

1. Press MENU and log in to **Secure Settings**.
2. Press **Select** at the **Voicemail Options** screen.
3. Press **Next** at **Record Greeting**, press **Delete**, and press **Yes** to confirm.
4. Press PHONE/EXIT.

Listening to Voicemail Messages

To listen to a voicemail message using Vmail

1. Press MESSAGE, enter the password, and then press **Next**.
2. Press the Page Up and Page Down buttons to navigate to the selected message.
3. Press **Play** and then pick up the handset.

To listen to a voicemail message using a speed dial key

After you have assigned voicemail to a speed dial entry, any time you want to check your voicemail, simply press and hold the corresponding dial pad key for more than two seconds.

To assign voicemail to a speed dial key

1. Press MENU and press **Select** on the **Phone Settings** screen.
2. Press the Page Down button to navigate to **Speed Dial** and press **Select**.
3. Press **Add** and type a name for the speed dial entry, for example, My Voicemail.
4. Press **Next** and type your own extension number, press **Pause**, and then press *****.
5. Press **Next**.
6. Press **Select** at any available Speed Dial number to assign the entry to that number. An example voicemail speed dial would look like this: 201,* My Voicemail.
7. Press **Yes** and then press PHONE/EXIT.

Note:
If security is not an issue you can type your password after the * and followed by # for single button access to your voicemail. For example, 201,*123456#.

To listen to a voicemail message while the message is being recorded

1. When the caller begins to record a message, press **Listen**.

   You can hear the caller speaking, but the caller cannot hear you.
2. To speak to the caller, press **Answer**.

To access your voicemail remotely

1. Using any touch tone telephone that has access to the Quick Edition network, dial your extension.
2. Wait for voicemail to answer the call.
3. As soon as the greeting starts to play, press *****.
4. When prompted, enter the password followed by the # key.
5. Follow the prompts.

User Keypad Shortcuts

The following table shows shortcuts available from the keypad after you enter the password.

Key		Function
1	1	Listen to new messages.
Main Menu		
1	Listen to voicemail messages	
	1	Rewind.
	2	Pause.
	3	Fast forward.
	4	Replay.
	5	Envelope information.
	7	Delete.
	8	Reply.
	9	Save.
	#	Skip to the next message.
	*	Return to main menu.
4	**Personal Options**	
	1	Voicemail notification on or off.
	2	Record name.
		# Stop Recording.
		1 Satisfied and store.
		2 Listen to name.
		3 Erase and re-record.

Key			Function
		4	Add additional recording to the name.
		*	Exit without changes and return to record name menu.
	3	Record personal greeting.	
		#	Stop recording.
		1	Satisfied and store.
		2	Listen to message.
		3	Erase and re-record.
		4	Add additional recording to the message.
		*	Exit without changes and return to personal greeting menu.
	4	Delete personal greeting and use standard greeting.	
	5	Change password.	
	6	Configure zero redirect.	
		1	Turn on feature.
		2	Turn off feature.
		3	Change redirect number.
		*	Return to personal greeting menu.
	*	Return to main menu.	
*	Exit voicemail system.		

Caller Keypad Shortcuts

The following table shows the options that a caller can select while leaving a message. Each key on the caller's dialpad performs a different function.

Key	Function
1	Save the message and end the call.
2	Listen to the message.
3	Erase and re-record the message.
4	Add information to the recorded message.

Key	Function
*	Exit without leaving a message.
#	Pause during recording and play voicemail prompts.

Using Directories

The maximum number of entries is 100 for the corporate directory and 100 for the personal directory.

To view corporate and personal directory entries

1. Press CONTACTS.
2. Press the Page Right button to switch between **Corp Contacts** and **Pers Contacts** lists.
3. Press Page Up or Page Down to move through directory entries.

To change your name in the Corporate directory

1. Press MENU, **Secure Settings**, and type your password.
2. Navigate to **Name** and press **Select**.
3. Press **Change**.
4. Type a name starting with the last name and ending with the first name (for example, **`Young, Mary`**). Press **Bksp** to delete characters if necessary:

Key	Action
1	To enter special characters . , ’ & - and @
0	To add a space.
Case softkey	To change a character to upper- or lower-case. The first character in a line and the first character after a space are capitalized automatically.
Page Left and Page Right	To move the cursor to the left or right without deleting a character.
Bksp softkey	To delete a character.
2 through 9 keys	Press a key once to enter the first letter, twice for the second letter, three times for the third letter, and four times for the fourth letter. For example, to type “R”, press the “7” three times.

5. Press OK and PHONE/EXIT.

To add an entry to your personal directory manually

1. Press CONTACTS and press the Page Right button to change to the **Pers Contacts** list.
2. Press **More** and then press **Add**.
3. Type a name for the record (for example, the name of the party), press **More** and then press **Next**.
4. Type the phone number or extension (for a PSTN or a SIP number, type the prefix first).
5. Press **More**, and then press **Next**.
6. Press **Yes**, and press PHONE/EXIT.

To copy an entry from the corporate directory

1. Press CONTACTS.
2. Press Page Up or Page Down to move through directory entries.
3. Press **Details** for the selected entry.
4. Press **Copy** then press **Select**.
5. Press **Ok**, then press PHONE/EXIT.

To copy an entry from the call log

1. Press CALL LOG.
2. Press Page Up or Page Down to move through directory entries.
3. Press **Details** to choose the entry and then press **Copy**.
4. Press **Select**, press **Ok**, and then press PHONE/EXIT.

To copy an entry from a voicemail record

1. Press MESSAGE, enter your password, and press **Next**.
2. Press Page Up or Page Down to move through directory entries.
3. Press **Select** for the selected entry and then press **More**.
4. Press **Copy** then press **Speed Dial** or **Personal Directory**.
5. Press **Select**, press **Ok**, then press PHONE/EXIT.

To edit an entry in your personal directory

1. Press CONTACTS and then press the Page Right button to change to the **Pers Contacts** list.
2. Press Page Up or Page Down to move through directory entries.
3. Press **Details** for the selected entry and then press **More**.
4. Press **Edit#** then press **Bksp** to edit the name.

5. Press **More**, press **Next**, and then **Bksp** to edit the number.
6. Press OK, then press **Yes**, and press PHONE/EXIT.

To delete an entry from your personal directory

1. Press CONTACTS and then press the Page Right button to change to the **Pers Contacts** list.
2. Press **Details** for the selected entry.
3. Press **More**, press **Delete**, then press PHONE/EXIT.

Status

Status information is the advertisement of a user's availability to communicate with others. You can monitor a maximum 15 telephones or 40 telephones if you have an expansion module. You cannot monitor Auto Attendant, group, external numbers, A10 analog extensions, SIP softphone, or WiFi sets.

When Status is set manually, the following status values can be configured by the user:

- Auto (Automatic, the default value)
- Busy
- Away
- In Meeting
- Be Right Back
- Private
- Do Not Disturb

When Status is set to automatic, the following values can be displayed:

- On Call (off hook)
- Available (on hook)
- All-Call-Forwarded (call forwarding configured to forward all calls).

Status - Icons and Button LED States

Feature button LEDs	Corporate Directory Icon	Meaning
Red OFF, Green ON		Off hook (on a call)
Red OFF, Green OFF		On hook (available)

Red ON, Green ON		All calls forwarded
Red ON, Green OFF		Busy, Do Not Disturb, Private
Red OFF, Green ON		Be right back
Red ON, Green OFF		Away
Red ON, Green OFF		In a meeting
Red ON, Green ON		Offline

Note:
While you are on an active call, you can access the Corporate Directory to modify Status information.

To add a user status monitor to a feature button

1. Press OK and then press a feature button.
2. Press the **Program** softkey.
3. Press **Select** to **Add a Contact**.
4. Navigate to the contact and press **Select**.
5. Press **Ok** and then press PHONE/EXIT.

To view the status information for a monitored user

- Press CONTACTS and the Page Down button to navigate to the entry for the monitored user.
OR
- Note the state of the LEDs on the Feature button assigned to the monitored user.

To dial a monitored user

- Press the Feature button assigned to monitor the user status.

My Status

To configure your own status information

1. Press **MySts**.
2. Press the Page Down button to view all status options.
3. Press **Select** at your status choice.
4. Press **Yes** to confirm and then press **Exit**.

To change or remove your status information

1. Press **MySts**.
2. Press the Page Down button to view all status options.
3. Select **Auto** to remove your set status.
4. Press **Yes** to confirm and then press **Exit**.

Do Not Disturb

Use the do not disturb (DND) feature to prevent your telephone from ringing or receiving pages.

1. Press MENU and press Page Down to navigate to **DND**.
2. Press OK.
3. Press **ON** or **OFF** and then press PHONE/EXIT.

Paging

To broadcast an announcement to a paging zone

1. Press MENU and press Page Down button to navigate to **Paging**.
2. Press **Select**, lift the handset and perform one of the following actions:
   - select **General Page** to broadcast a message to all devices in the network.
   - navigate to and **Select** a specific zone to broadcast a message to the devices in that zone.
3. Wait for the paging tone, and then speak your announcement clearly into the microphone.
4. Press **Done** or hang up.
5. Press PHONE/EXIT.

Speed Dial

To view your speed dial list

1. Press MENU and press **Select** on the **Phone Settings** screen.

2. Press the Page Down button to navigate to **Speed Dial**.
3. Press Page Down to view each entry.

To add a speed dial entry manually

1. Press MENU and press **Select** on the **Phone Settings** screen.
2. Press the Page Down button to navigate to **Speed Dial**.
3. Navigate to the selected entry number and press **Add**.
4. Type a name for the speed dial entry.
5. Press **Next**.
6. Type a number.
7. Press **Next** and press the OK button to exit.

To copy an entry from the corporate directory

1. Press the CONTACTS button.
2. Press the Page Down button to navigate to the selected entry.
3. Press **Details** and then press **Copy**.
4. Navigate to **Speed Dial** and press **Select**.
5. Navigate to the selected entry number and press **Select** and then **Ok**.
6. Press the PHONE/EXIT button.

To copy an entry from the call log

1. Press the CALL LOG button.
2. Press the Page Right and Page Left buttons to switch between the **Incoming** and **Outgoing** lists.
3. Press the Page Down button to navigate to the selected entry.
4. Press **Details** and then press **Copy**.
5. Navigate to **Speed Dial** and press **Select**.
6. Navigate to the selected entry number and press **Select** and then **Ok**.
7. Press the PHONE/EXIT button.

To copy an entry from a voicemail record

1. Press MESSAGE.
2. Type your voicemail password and press **Next**.
3. Navigate to the voicemail record that you want to copy.
4. Press **Select** and then press **Copy**.

5. Navigate to **Speed Dial** and press **Select**.
6. Navigate to the selected entry number and press **Select** and then **Ok**.
7. Press the PHONE/EXIT button.

To edit a speed dial entry

1. Press MENU and press **Select** on the **Phone Settings** screen.
2. Press the Page Down button to navigate to **Speed Dial**.
3. Navigate to the speed dial entry that you want to edit.
4. Press **Select** and then press **Edit**.
5. If required, press **Bksp** to edit the name, then press **More**.
6. Press Next and, press **Bksp** to edit the number, then press **Next**.
7. Press the PHONE/EXIT button.

To delete a speed dial entry

1. Press MENU and press **Select** on the **Phone Settings** screen.
2. Press the Page Down button to navigate to **Speed Dial** and press **Select**.
3. Navigate to the speed dial entry that you want to delete.
4. Press **Select** and then press **Delete**.
5. Press **Ok** and then press the PHONE/EXIT button to exit.

Telephone Menu Navigation

Softkeys, Programmable Feature buttons and the MENU button provide access to user-specific and system-wide options. You must have the System Administration password to access **System** menu options. Lists and menus display one item on the screen at a time. You can browse through list items using the up and down navigation arrows.

Typical List and Menu Actions

Key	Action
Select softkey	Select the menu item in context and advance to the next screen
Back softkey	Go back to the previous screen.
Page Left	Go back to the previous screen.
Page Right	Select the item in context and advance to the next screen.

Key	Action
Page Up	Browse through the list by advancing to the previous screen.
Page Down	Browse through the list by advancing to the next screen.
Feature Button	Cancel the list; go to the application associated with the programmed feature button.
PHONE/EXIT	Return to the idle screen.
OK Button	From the idle screen, press OK and any other key to view key's details.

Press the # key and then Page Left and Right to display the IP address for the telephone.

To view software release and site details Information

1. Press MENU, navigate to **Phone Information** and press **Select**.
2. Press **Select** at **Phone Details**. The extension and name is displayed.
3. Press the Page Down button to view Release Details and Site Details.

To view IP address and MAC address

1. Press MENU, navigate to **Phone Information** and press **Select**.
2. Press **Select** at **Phone Details**. The extension and name is displayed.
3. Press **Select** again and press Page Down to view the following information:
   - Set Extension
   - Name
   - IP Address
   - MAC Address.

Programmable Feature Buttons

Any feature button can be programmed as call appearance, a feature key, as a status key, or a directory entry. By default the top four keys are call appearance buttons and the rest are unassigned. The configuration can be modified to suit your needs. There must be at least one call appearance button for phone to work properly. There are two ways in which the programmable keys can be assigned: by using the MENU button or by using the key information screen.

To program a feature button using the menu

1. Press MENU and press the **Select** softkey on the **Phone Settings** screen.

2. Press the Page Down button to navigate to **Programmable Keys**.
3. Press **Select** and the Page Down button to navigate to the button that you want to program.
4. Press **Program** and navigate to the selected feature.
5. Press **Select** and then press **OK**.

To program a feature button from the key information screen

1. Press OK and then press a feature button.
2. Press the **Program** softkey on the **Key Info: Prog Key** number screen.
3. Navigate to the required feature on the Select Key Function screen.
4. Press **Select** and then press the **Ok** softkey.

To disable a feature button

1. Press MENU and press the **Select** softkey on the **Phone Settings** screen.
2. Press the Page Down button to navigate to **Programmable Keys**.
3. Press **Select** and navigate to the button that you want to disable.
4. Press **Program** and navigate to **Disable**.
5. Press **Select** and then press **Ok**.

Feature Button Functions

- Add a Contact
- Call Appearance
- Paging
- Voicemail Dialing; dials the called party's voicemail
- Voicemail Options
- Call Pickup Any; pick up a call, selected by the system, within your group
- Call Pickup Ext; pick up a specific call within your group
- Call Pickup List; list calls available for pickup
- Do Not Disturb
- SpeedDial
- Teleworker
- Personalized Ringing
- Call Waiting Tone
- Contrast Level
- Backlight Level

- Greeting (night switching) to select the auto attendant greeting (key is programmed by the administrator)
- Disable.

Accessing User Options

To access user options when password protection is enabled

1. Press MENU and navigate to **Secure Settings**.
2. Press **Select**, type the password and press OK (initially enabled, the default password is 123456).
3. Navigate to Voicemail, Call Log, or Password Options, Language, Name, Teleworker.

To access user options when password protection is disabled

1. Press MENU and navigate to **Secure Settings**.
2. Press **Next** and to select from available options.

Setting Password Options

To change your password

1. Access the **Secure Settings** menu and type the password.
2. Press **Next** and navigate to **Password Options**.
3. Press **Select** and press **Select** again.
4. Type the new password. **Confirm** the new password.
5. Press **Next** and type the old password.
6. Press **Ok** to confirm and then press PHONE/EXIT.

To enable or disable password protection

1. Access the **Secure Settings** menu and type the password.
2. Navigate to **Password Options** and press Select.
3. Press Page Down to navigate to **Turn Pswd OFF** or **Turn Pswd ON**.
4. Press Select and then press **Yes** to activate or deactivate password protection.
5. Press PHONE/EXIT.

Note:
Disabling password for accessing user options does not disable the voicemail password.

Adjusting the Volume

Use VOLUME up (+) and down (-) to adjust the handset, speaker, headset, or ringer volume. The adjusted volume setting for the ringer and speaker remains until you change it again or until the phone is reset. The handset and headset volume setting is returned to the default setting automatically after the telephone has been idle for 30 seconds.

Muting the Active Microphone

- Press the MUTE button while on a call.
- To activate the microphone, press MUTE again.

Changing the User Language

1. Press MENU and navigate to **Secure Settings**.
2. Press **Select** and type the password (initially enabled, the default password is 123456).
3. Press **Next** and navigate to **Language**.
4. Press **Change**, navigate to the selected language and press **Select**.
5. Press **Yes** to confirm.
6. Press **Ok** and then press PHONE/EXIT.

Choosing a Personalized Ringer Tone

1. Press MENU and press **Select** on the **Phone Settings** screen.
2. Press **Select** on the **Personalized Ringing** screen.
3. Navigate to the selected ring pattern and press **Select**. Press **Play** to listen to a ring pattern.

4. Press PHONE/EXIT.

Setting the Call Waiting Tone

1. Press MENU and press **Select** on the **Phone Settings** screen.
2. Navigate to **Call Waiting Tone** and press **Select**.
3. Press **ON** to enable the waiting tone or **OFF** to disable it.

   When the call waiting tone is enabled, you will hear a beep when a second call comes in.
4. Press PHONE/EXIT.

Setting the Contrast Level of the Display

1. Press MENU and press **Select** on the **Phone Settings** screen.
2. Navigate to **Contrast Level** and press **Select**.
3. Press the **-** or **+** softkey or the **-** or **+** VOLUME button to brighten or dim the background.
4. Press the OK button.

Web-based System Administration

If your telephones are connected to the same network as the administration computer, you can configure system-wide options using the web-based administration interface. Refer to *Avaya Quick Edition System Administration Guide*.

Options Menus

Table 1: Telephone Options - Home Screen

CallRtv	Retrieve a parked call.
CallFwd	Enable, disable, and modify call forwarding settings (all calls, after 3 rings, or busy).
MySts	Set your user status.

Table 2: Telephone Options - Main Menu

Phone Settings	Personalized Ringing Call Waiting Tone Call Pickup Alert Contrast Level Backlight Level Speed Dial Programmable Keys
Call Forward	Enable, disable, and modify call forwarding settings (all calls, after 3 rings, or busy).
Paging	Initiate a general page or page **to devices in a** specific zone.
DND	Enable and disable Do Not Disturb.
My Status	Set your user status.
Phone Information	View extension, name, site name and number, IP and MAC address, software version, and language.
Secure Settings	To log into user options (password-protected).

Table 3: Telephone Options - Secure Setting Menu

Voicemail Options	Enable and disable operator redirect and the number to which a call will be redirected. Record your name and greeting.
Call Log Options	Clear incoming and outgoing logs or clear all.
Language	Select a user language from the list.
Name	Enter your name as it will appear in the corporate directory.
Teleworker	To connect your telephone to high-speed Internet and access the Corporate directory.
Password Options	Change and enable/disable password for user’s telephone, web interface, voice mail.

Table 4: Telephone Options - Web Interface Menu

Change Password	Enter existing password, enter new password, and confirm new password.	
Home	**Call Forwarding**	Enable, disable, and modify call forwarding settings.
	Call Pickup Alerts	Enable and disable audio and visual call pickup alert.
	Do Not Disturb (DND)	Enable and disable audio notification for incoming calls.
	Speed Dial	Create, modify, and delete personal speed dial numbers.
Caller's Logs	**Incoming and Dialed Calls**	View details, Clear logs, and Reset Missed Call Counter.
Terminal Settings	**Name**	Change name.
	Set Optional Features	View e-mail Fwd, Teleworker, and WebAdm Sys Options.
Voicemail	**Zero Redirect**	Enable and disable Operator redirect and enter the number to which a call will be redirected.
	SMTP Settings	Enable or disable SMTP on network, and specify IP address of SMTP server host and/or SMTP port for support of e-mail notification of voicemail. See your system administrator.
Teleworker Options	**Working Mode**	Disable (Local) or enable (Teleworker) teleworker.
	Preferred Server	Enter the IP address of the teleworker server host.
Backup & Restore	Backup & restore user configuration data.	
To access telephone and user options using a web browser: 1. Start the web browser on your computer. 2. In the Address field, enter the IP address of the telephone (for example, type `https://192.168.0.2`)**.**		

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